

# Automated Communication Exchange System - ACES

## CHPIS/Participant Inquiry Only Users

### Release Notes – March 16, 2001

This is an update to the release notes sent on March 6, 2001 (to health carriers) and March 12, 2001 (to employers).

On March 13, 2001 all CHPIS users were permanently redirected to ACES Participant Inquiry (<http://aces.calpers.ca.gov>) to view employee health enrollment status and/or membership enrollment status. Once again, please be sure to update your “bookmark” or “favorites” to reflect this new address.

To log on to ACES and view CalPERS enrollments, follow these steps:

1. Type in this address <http://aces.calpers.ca.gov>
2. Log in using your CHPIS user id and password
3. Click on the **Participant Inquiry** folder
4. Click on the **Participant Inquiry** sub-folder
5. Input SSN and click on **Get Data**

There are some differences between CHPIS and ACES. To find out more about these differences, go to the following URL: <http://aces.calpers.ca.gov/CHPIS>. **PLEASE TAKE SOME TIME TO READ THIS INFORMATION!** It will help you learn about ACES Participant Inquiry and how to use the application to find the information you previously retrieved from CHPIS.

During the past week, the ACES Support line has received calls from health carriers and employers with technical questions regarding ACES. In response to these recent inquiries, the following information has been collected to help ease your transition from CHPIS to ACES.

### **1. BROWSER VERSIONS**

ACES supports the following browser versions. If you do NOT have one of these browser versions, ACES will not function properly.

#### **Netscape:**

- 4.5 (on all operating systems except Win2000)
- 4.6
- 4.76

#### **Internet Explorer:**

- 4.0
- 5.01
- 5.5

## 2. SECURITY

To use ACES, your web browser must support 128-bit SSL Encryption (Non-Export Version). *If you previously used CHPIS, you should already have 128-bit SSL Encryption.* If you are still unsure, follow these directions to determine whether you have the proper security:

If you have Internet Explorer	If you have Netscape
<ol style="list-style-type: none"><li>1. Enter ACES URL</li><li>2. At PARTNERS Portal, right-click mouse</li><li>3. Select Properties</li><li>4. New browser window will appear</li><li>5. See Connection. It should read SSL 3.0, RC4 with 128 bit encryption (High); RSA with 2048 bit exchange</li></ol>	<ol style="list-style-type: none"><li>1. Enter ACES URL</li><li>2. At PARTNERS Portal, right click mouse</li><li>3. Select View Frame Information</li><li>4. New browser window will appear</li><li>5. Security should read "Security: This is a secure document that uses a high-grade encryption key for U.S. domestic use only (RC4, 128 bit)."</li></ol>
<b>If ACES could not verify 128-bit connection with the browser, you should not receive the ACES log-on page. If your browser does not support 128-bit encryption please contact your internal IT department or 1-888-Cal-PERS for assistance.</b>	

## 3. PASSWORDS

Additional Password information:

- If you enter your password incorrectly three times when attempting to log on, you will be locked out of ACES. Call the Customer Support Center to have your password reset: 1-888-Cal-PERS (1-888-225-7377).

To see a complete listing of password requirements, go to <http://aces.calpers.ca.gov/CHPIS>

## 4. DISPLAY OF ACES

For the optimal view of ACES, use the monitor display area setting of 800 x 600. To select this setting, follow the following steps:

- Click **Start**, at the bottom left hand corner of your screen
- Select **Settings**
- Select **Control Panel**
- Select **Display**
- Find and select the **Settings tab**
- Set the display area to 800 x 600

- Click **Ok**

## 5. **PRINTING IN ACES**

As discussed in the first release notes you received, employers/carriers who wish to make a screen print in one of the tabs, the *Ctrl P* will no longer function if you are using **Netscape** as your browser. Although the page will print, it will not display the data you entered.

### **SOLUTIONS:**

**Preferred Option:** Ctrl P continues to function properly under the Internet Explorer Browser. You can avoid this printing problem by switching to Internet Explorer 4.0 or higher, if that is an option for you.

**2<sup>nd</sup> Option:** If Netscape must be used, you can use the print screen function to copy and then paste the transaction into Microsoft Word (or any similar word processing application). The Word document can then be printed to create the hardcopy document of the transaction.

### **Directions for 2<sup>nd</sup> Option:**

1. After completing a transaction in ACES (and before saving the transaction) press the **Print Scrn** button located on your keyboard.
2. Open Word or any similar word processing application.
3. Select **E**dit from the top menu bar. A drop down menu will be provided.
  - Select **P**aste from the drop down menu. The screen print from ACES will be pasted into a document.
  - Select **F**ile from the top menu bar. A drop down menu will be provided.
  - Select **P**rint from the drop down menu.
  - Click **OK** to print the screen.

For general information regarding ACES, go to:

<http://www.calpers.ca.gov/aces/default-dynamic.htm#>. If you have any questions, please call the ACES Employer Assistance Center at 1-888-Cal-PERS or 1-888-225-7377.